ITSUP-152: Apple Certified Support Professional

Course Description:

This hands-on course provides an in-depth exploration of troubleshooting of the Apple OS X Operating systems and prepares students for Apple OSC Certified Support Professional (ACSP) Certification. This course will teach students the best methods for effectively supporting users of the Apple OS X Operating system. Course covers labs on installation, setup and configuration, OS X Recovery, software updates, file system, FileVault, permissions and sharing, data management, application and processes, network configuration, network services, peripherals, printing and system startup. The course is a combination of lecture and hands-on case study exercises that provides practical real-world experience.

Total Credits: 3.00

Course Competencies

1. **Plan the installation and Configuration of OS X (10.10).**
2. **Manage User Accounts.**
3. **Manage File Systems.**
4. **Demonstrate effective Data Management Techniques.**
5. **Configure Applications and Processes.**
6. **Configure Network Connectivity.**
7. **Configure Network Services.**
8. **Manage System Resources and Peripherals.**